

## Shared Application Hosting – Open Source

### Product Summary

Shared Application Hosting is useful for customers not wishing to own and maintain their own server and application software environments. The premise of shared hosting is that multiple customers are housed in an environment where resources are shared. With Shared Application Hosting ITS performs all hardware and software maintenance and ensures the highest level of uptime possible for the overall environment. Customers may create and maintain their own site content or contract with ITS or an outside vendor for site development. ITS provides access to each customer's shared hosting account via Secure FTP or users may publish files from a variety of HTML editors. Agency technical personnel essentially see a virtual server running only their application.

Shared Application Hosting – Open Source offers the least expensive way to create and host applications using J2EE compliant software. The software used in this environment is Open Source, which means it can be downloaded without a licensing fee. Each integral part is supported by the user community and is reliable for production purposes. The base components loaded on the server by ITS are:

**Operating System:** Linux  
**Web Server:** Apache  
**Application Server:** Tomcat  
**Scripting:** CGI, PHP, JSP, ASP  
**Database:** MySQL, DB2, or Oracle

Unlike commercial companies, this product is connected to the State's private network and contains security features required by government entities. Optional support services for which ITS has core competencies are also available. ITS provides a robust server in a secure, safe, and environmentally controlled location. The power source boasts dual power supplies, redundant backup generators, and redundant UPS and battery systems to ensure uninterrupted power. The network is monitored continually to provide maximum RAS.

### Product Features or Description of Services

| Shared Application Hosting – Open Source Features |                     |                                   |             |
|---|---------------------|-----------------------------------|-------------|
| Feature   | Detail              | Feature                           | Detail      |
| Application Disk Space                            | 100MB               | CGI-BIN, Perl, SSI, Cronjobs      | Yes         |
| Data Transfer / Bandwidth                         | 30GB/MO             | We support any approved domain    | Yes         |
| Operating System                                  | Linux               | Security: Shared SSL              | Yes         |
| Web Server  | Apache              | IP Addresses                      | One         |
| Database  | MySQL +             | 24/7 FTP Access                   | Yes         |
| Database Administration                           | PhpMySQL Admin      | Support for UMD authentication    | Yes         |
| Application Server                                | Tomcat              | Web Statistics (upon request)     | WebTrends   |
| Website Access / Control                          | Samba or Secure FTP | Java Servlet, JSP, J2EE compliant | Yes         |
| FrontPage 98/2000/2002 Ext.                       | No                  | Monitoring                        | System only |

## Product Benefits

| Shared Application Hosting – Open Source Benefits  |
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| Connected to the State of Utah <b>PRIVATE</b> network  |
| Firewall protection against unwanted intrusion   |
| Local technical support  |
| Filtered content (i.e. Spam, Pornography, Commercial Advertising . . .)  |
| Located in a physically secure facility with a redundant, controlled environment (power, air, humidity, halon fire protection, etc.) |

## Additional Services available for this Product

| Optional Services Not Included with Product  |
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| Database design, performance, and administration   |
| PHP and Java development services and consulting   |
| eDirectory with Utah Master Directory (UMD)  |
| Single sign-on across multiple applications  |
| Open source portal development / integration   |
| Website development  |
| Graphic design, Flash development, and animation creation  |
| Video and audio streaming and administration   |
| Managed services such as monitoring and capacity planning  |
| Technical writing and content editing  |
| Backup of applications and data directories can be performed as often as hourly depending on customer requests. Data retention periods can also be customized. |

## Related ITS Products

| Related ITS Products                               |  |
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| Product  | Description  |
| <b><i>Shared Application Hosting - Managed</i></b> | ITS provides shared hosting for customers requiring either Sun Microsystems' Sun ONE or IBM's WebSphere web and application servers.   |
| <b><i>Managed Hosting</i></b>                      | ITS accepts responsibility for the administration functions required by the customer. This could include maintaining the operating system, web and/or application server, and even database administration. The customer decides what they want to control and then leaves the rest up to ITS. |
| <b><i>Co-located Hosting</i></b>                   | The customer is responsible for the hardware and software and contracts with ITS to place the server in the State's Data Center. ITS provides a secure, environmentally controlled facility, power, and network connectivity (pipe, power, and ping).  |

## ITS Responsibilities

| ITS Responsibilities  |
|---|
| Provide the secure physical facility and all environmental controls for the server and disk array |

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| Monitor and maintain the integrity of the network  |
| Install and maintain the server hardware   |
| Install and maintain the Linux operating system  |
| Install and maintain the Apache web server and the Tomcat application server   |
| Install and maintain MySQL   |
| Provide an Acceptance Testing (AT) environment for customers to test their applications before deploying them to the production server |
| Provide the tools to be used by each customer to develop their instance of MySQL   |
| Provide software and hardware upgrades as necessary  |
| Coordinate scheduled downtime with customers   |
| Backup the system and source code/applications nightly.  |

### Customer Responsibilities

| Customer Responsibilities   |
|---|
| Develop and maintain the customer's database schema and the integrity of the data for your instance of MySQL                        |
| Develop and maintain all application software running in customer's server instance   |
| Follow the standards and procedures required by ITS to ensure a secure and stable operating environment for all users on the server |
| Provide customer support services to the end-users of the application   |

### ITS Customer Support

| ITS Customer Support   |
|--|
| <b>Time to Initial Response</b> targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities.                     |
| <b>Total Time to Resolution</b> targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities. |
| Performance against Initial Response and Resolution targets is measured regularly.   |
| Customer satisfaction is measured regularly.   |
| Service outages are analyzed to determine root causes and to indicate future preventative measures.  |

### Product Rate

| Shared Application Hosting – Open Source Rates |                                   |              |
|--|-----------------------------------|--------------|
| Frequency of Billing                           | Description                       | Rate (\$)    |
| <b>Monthly charges</b>                         | Hosting services                  | \$50.00      |
|  | Custom SSL Certificate (optional) | \$10.00      |
|  | Remote Backup (optional)          | \$5.00 / ea. |
|  | Additional Unmanaged Storage      | \$.005 / MB  |
|  | Additional Managed Storage        | \$.0375 / MB |
| <b>One time charges</b>                        | Setup                             | No Charge    |
| <b>Optional feature one time charges</b>       | Consulting services (as needed)   | 75.00/hour   |

**Ordering the Product**

An order form is available on the [its.utah.gov](http://its.utah.gov) web site. Select **Products and Services**, then **Hosting Products and Services**, and finally, **Shared Application Hosting: Open Source**. If you need further help, please contact your Customer Relationship Manager.

**Product Agreement**

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day written notice.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.